Retarus Global Messaging

Capabilities Statement
Fax, SMS, E-mail Security for Governments

About Retarus

Retarus is a GSA certified global provider of critical cloud-based messaging; including Fax, SMS, E-Mail Security and Voice. For 20+ years, Retarus has provided global organizations with greater reliability, security, flexibity and innovation when it comes to communication services. Our enterprise-class critical messaging portfolio provides agencies with the tools to collaborate and communicate at a lower cost and with greater levels of transparency. Retarus helps organizations reduce complex IT infrastructure, lower costs, and provide a higher level of service for internal and external communications.

Quick Retarus Facts

› Founded in 1992 | Headquartered in Rutherford, New Jersey and Munich, Germany | 300+ Employees
› Services utilized by more than 4,700 customers around the world, including Enterprise, SMB and Goverment
› Products fits the needs of every user, industry, and any application. No hardware, software or downloads required
› Retarus' services are available globally, scalable for any need, and includes complete business continuity capabilities

Retarus Value Proposition

› **Global Presence:** 7 Global Data Centers (2 US). In-region processing of data
› **Business Continuity**: Tier 4 DC SSAE1 and ISAE3402 certified. Hot/Hot data center design
› **Compliance**: HIPAA, HITECH compliant and PCI DSS certified. All services meet local and international standards
› **Batch Processing**: Infrasturcture operates at 30% capacity. 'NeverBusy' Technology for higher deliverability
› **Higher Throughput**: Dynamic routing between carriers. Best Deliverability routing
› **Security**: Enterprise grade security features and functionalities
› **Integrations:** Native integrations into e-mail clients (Exchange, O365, Notes, etc), and applications (SAP, etc)
› **Innovation**: On-going in-house development. 7.5% profits directed to R&D
› **Reporting and Monitoring**: Web based centralized portal. Maximum Transparency
› **Cost Assigment/Control**: Platform allows cost center assignment, facilitating internal charge back costs

Partial Client List

› A vast variety of enterprise clients, departments and agencies alike trust Retarus for their corporate daily communications. Below are a small sample of our trusted clients:

Recognition / Certifications

Corporate, Contract Vehicles, NAICS Code

- All our services are available through our Small Business Partner: Tactical Digital
- Incorporated in the state of Delaware in December, 2011
- DUNS number: 04-136-3643
- Federal Tax ID: 26-2846668
- NAICS Code: 518210
- GSA#: GSA IT schedule 70 (GS-35F-0480R)

Retarus Global Messaging – Capabilities Statement

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Core Competencies:

- **Cloud Faxing (eFax):** Desktop (e-mail), Transactional Applications, Print Driver
- **Message Broadcasting:** Fax, E-Mail, SMS, Voice
- **Managed E-Mail Security Services:** AntiSpam, Virus Protection, Archiving, Data Leakage Prevention, Large Mail Handling
- **Managed SMS Services:** Desktop (e-mail), Transactional Applications

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Government: Retarus Faxolution for Desktops

› **Retarus Application:** A U.S. state looking to replace an outdated fax service utilized by various state agencies (Corrections, Health Services, Finance, etc) and move to a cloud faxing solution. With over 3,000 fax numbers and 10 million fax pages transmitted per month, requirements included 100% uptime, business continuity, Never-Busy delivery technology, HIPAA compliance and a transparent portal for reporting.

› **Retarus Benefits:** Retarus provided a centralized solution to meet all of the states' requirements, including robust support, HIPAA compliance, and complete business continuity. Retarus is providing complete cloud faxing services to the entire state and affiliated departments.

› **Why Retarus:** Retarus was able to win the states' business due to the ability to provide a complete cloud service, from implementation to support. With Retarus' Enterprise Administrative Portal, the state was able to have greater transparency for troubleshooting, administrative capabilities, and cost tracking. These, combined with Retarus' fax architecture and design, meant complete faxing availability, at a lower cost for the state.

Commercial: Retarus Faxolution for Desktops, Applications and Broadcast Faxing

› **Retarus Application:** One of the top US laboratory companies – with over $8 Billion in revenue and over 48,000 employees - was looking for a custom integration to replace their on premise fax platform. After working with other providers for over a year on this custom project, they were unable to find a vendor to match their specifications let alone deliver a solution. Since the core of their business is sending several millions of faxes per month, containing blood test results any changes to their systems or drop in quality would result in millions in lost revenue and negative effects on patient health.

› **Retarus Benefits:** Retarus provided a custom integration for the client and had a live, production interface in place within 90 days. Due to Retarus' redundant fax infrastructure and operating capacity, this client was able to quickly ramp up their fax traffic without delay or negative consequences. As Retarus' services are designed with HIPAA and HITECH compliance in mind, the client was able to securely transmit electronic Patient Health Information (ePHI) and have greater transparency into their business processes.

› **Why Retarus:** Retarus is enterprise quality focused. Designed to meet the challenges of today's security, reliability, and uptime demands, Retarus was able to provide this client with the quality of service expected from an enterprise provider with a level of flexibility unmatched by others in the market. Founded by engineers, Retarus' committment to excellence and service design has led the client to add additional services to other divisions and subsidiaries.

Commercial: Retarus Faxolution for Applications, E-mail, and SMS

› **Retarus Application:** A large multinational PR firm was looking to improve their process of sending critical investor relations and trade information. While leveraging several providers internationally, they struggled with the lack of a global and centralized platform that could handle messages via Fax, SMS and e-mail and could properly handle the challenges of global messaging delivery.

› **Retarus Benefits:** Retarus provided an API interface for Fax, SMS and E-mail, with one centralized reporting platform. Retarus configured a process which allowed for the client to reach SMS destinations regardless of international locations (USA, Europe, Australia, India).

› **Why Retarus:** As a global organization, Retarus ensures the highest delivery quality throughout the globe. This client currently transmits several million messages through this interface each month. Since launching, this customer has added additional organizational complexity, including adding services to other divisions and subsidiaries.